REMARKS

These remarks are responsive to the Office Action, dated April 19, 2006. Currently, Claims 1 and 3-29 are pending with Claims 1, 16, 27 and 28 being independent.

In the April 19, 2006 Office Action, the Examiner objected to claim 1 and stated that "Claim 1, line 7 recites '...graphical button said GUI...' should be -- ...graphical button on said GUI...-- and required appropriate correction. (Office Action, Page 2). While the Applicants appreciate the Examiner's suggestion, Applicants have amended claim 1 to insert a comma between the words "button" and "said GUI". Thus, this objection is now moot. The Examiner is respectfully requested to reconsider and withdraw his objection.

In the April 19, 2006 Office Action, the Examiner rejected claims 1 and 3-29 under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent No. 5,884,032 to Bateman et al. ("Bateman") in view of U.S. Patent No. 5,327,486 to Wolff et al. ("Wolff"). This rejection is respectfully traversed.

_35 U.S.C. 103(a)_

In the April 19, 2006 Office Action, the Examiner rejected claim 1 under 35 U.S.C. 103(a) as being unpatentable over Bateman and Wolff. Applicants respectfully traverse this rejection.

In the Office Action, the Examiner stated that Bateman discloses all elements of claim 1, but does not "specifically teach via a soft-key or graphical button of (sic.) the GUI is configured to selectively initiate another message being sent from the CSRS to the calling party." (Office Action, page 3). The Examiner further stated that Wolff discloses this element.

Claim 1 recites, _inter alia_, an apparatus for caller information retrieval that includes a

graphical user interface (GUI) electrically coupled to the CSRS and configured to receive and display information from the CSRS, wherein the information received from the CSRS originates from the calling party, and wherein via a soft-key or graphical button, the GUI is configured to selectively initiate another message being sent from the CSRS to the calling party.

In addition to failing to disclose that "via a soft-key or graphical button, the GUI is configured to selectively initiate another message being sent from the CSRS to the calling party", as admitted by the Examiner in the Office Action, Bateman does not disclose, teach or suggest a GUI that is electrically coupled to the CSRS and configured to receive and display information from the CSRS. Instead, Bateman discloses a method of managing the integration or connection of customers using various services (WWW servers, voice-mail, interactive voice response ("IVR"), email, etc.) to an automatic call distribution ("ACD") call center agent. (Bateman, Col. 7, lines 16-20). Bateman teaches a multimedia message manager ("MMM") that allows the agent or supervisor to scan large volumes of voice-mail messages, email messages, WWW form request, etc. and prioritize and schedule call backs from a combined hotlist. (Bateman, Col. 7, lines 38-42). MMM handles notification of the fact that delays are expected via email servers of customers, and is able to provide an indication of when a return call can be expected. (Bateman, Col. 7, lines 58-61). However, Bateman's MMM does not configure a GUI to selectively initiate another message to be sent from the CSRS to a calling party. In contrast to the claim, Bateman's MMM only indicates to the customers whether delays are expected and provides an indication of whether customer's call will be returned.

Bateman also does not disclose, teach or suggest that the information received from the CSRS originates from the calling party. In Bateman, when an ACD agent answers the call, the customer's URL and/or CLID are forwarded so that a customer relevant screen is appearing on

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the agent's PC or terminal at the same time (Bateman, Col. 8, lines 62-65). Screen pop-up software takes the telephone numbers provided by the CLID box and looks up the corresponding customer records in a database, and displays them on the screen. (Bateman, Col. 9, lines 10-12). However, Bateman does not display information on the screen that originates from the calling party. In contrast, Bateman displays database records that are matched to customer's telephone numbers. Bateman's database records are stored by the system, as opposed to originating from the calling party, as recited in claim 1. Thus, Bateman does not disclose, teach or suggest all elements of claim 1, and claim 1 should be allowed.

Wolff discloses a personal telephone manager for managing telephone calls between a called party and a calling party through the use of an out-of-band, wireless, two-way signaling, messaging and alerting. (Wolff, Col. 3, lines 26-29). Wolff's telephone manager reads and decodes an automatic number identification number of the calling party and consults the end user's personal data base to translate the calling number information into the name of the caller. (Wolff, Col. 3, lines 51-55). This is in contrast to the present invention, where the information received from the CSRS originates from the calling party, as recited in claim 1. Thus, Wolff is similar to Bateman in that both systems obtain calling party information from their own databases rather than obtaining it from the calling party.

Further, in Wolff, the called party (i.e., the end user) selects a desired response or reply message in response to prompts generated by Wolff's palm-top application program. (Wolff, Col. 4, lines 43-46). To respond to prompts, the end user sends a message to Wolff's personal telephone manager with instructions to either reject the call, route the call to voice mail, route the call to a different person, etc. (Wolff, Col. 4, line 55 to Col. 5, line 6). This is different than having a GUI being configured to selectively initiate another message being sent from the CSRS

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to the calling party, as recited in claim 1. In Wolff, the called party instructs the personal telephone manager how to route the received call, rather than having a GUI selectively initiate another message that is sent from CSRS to the calling party. Thus, neither Bateman nor Wolff disclose, teach or suggest all elements of claim 1, and claim 1 should be allowed.

Improper to Combine References

There is no motivation or suggestion to combine Bateman and Wolff to produce the claimed invention. Bateman discloses a multimedia message manager ("MMM") that allows the agent or supervisor to scan large volumes of voice-mail messages, email messages, WWW form request, etc. and prioritize and schedule call backs from a combined hotlist. (Bateman, Col. 7, lines 38-42). In contrast, Wolff teaches a personal telephone manager for managing telephone calls between a called party and a calling party through the use of an out-of-band, wireless, two-way signaling, messaging and alerting. (Wolff, Col. 3, lines 26-29). The technology disclosed in Bateman belongs to class 709 ("Electrical Computers and Digital Processing Systems: Multicomputer Data Transferring"), subclass 204 ("Computer Conferencing"). Whereas, Wolff's technology belongs to class 379 ("Telephonic Communications"), subclass 93.23 ("Telephone Line or System Combined With Diverse Electrical System or Signaling (e.g., Composite): Having User Information Display (e.g., Telephone Number, Name, Address, etc.)"). Clearly, Bateman and Wolff belong to different technological arts. Hence, it is improper to combine Bateman and Wolff, as the Examiner attempted in the April 19, 2006 Office Action without some disclosed motivation other than the present application. See, MPEP 2143.01:

> "There are three possible sources for a motivation to combine references: the nature of the problem to be solved, the teachings of the prior art, and the knowledge of persons of ordinary skill in the art." *In re Rouffet*, 149 F.3d 1350, 1357, 47 USPQ2d 1453, 1457-58 (Fed. Cir. 1998) (The combination of the references taught every element of the claimed

invention, however without a motivation to combine, a rejection based on
a prima facie case of obvious was held improper.).

Even if one were to combine Bateman and Wolff, the present invention is not realized. The combination of Bateman and Wolff discloses personal telephone and multimedia manager that is capable of receiving calls from a calling party, scanning large volumes of files and providing instructions on how to route the calls. However, the combination of Bateman and Wolff does not disclose, teach or suggest, *inter alia*, an apparatus for caller information retrieval that includes a graphical user interface (GUI) electrically coupled to the CSRS and configured to receive and display information from the CSRS, wherein the information received from the CSRS originates from the calling party, and wherein via a soft-key or graphical button, the GUI is configured to selectively initiate another message being sent from the CSRS to the calling party, as recited in claim 1.

Thus, even the improper combination of Bateman and Wolff does not render claim 1 obvious. As such, this rejection is respectfully traversed. The Examiner is requested to reconsider and withdraw his rejection of claim 1.
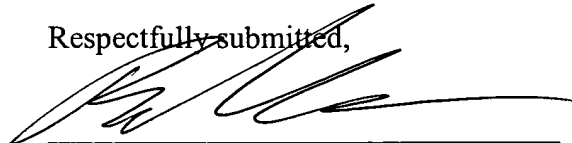
Claims 16, 27 and 28 are not rendered obvious by the combination of Bateman and Wolff for at least the reasons stated above with respect to claim 1. Thus, the rejections of claims 16, 27, and 28 are respectfully traversed. The Examiner is requested to reconsider and withdraw his rejections of claims 16, 27, and 28.

Claims 3-15, 17-26, and 29 are dependent on claims 1, 16, and 27, respectively. Thus, claims 3-15, 17-26, and 29 are not rendered obvious for at least the reasons stated above with respect to claim 1. Thus, the rejections of claims 3-15, 17-26, and 29 are respectfully traversed. The Examiner is requested to reconsider and withdraw his rejections of claims 3-15, 17-26, and 29.

No new matter has been added.

The claims currently presented are proper and definite. Allowance is accordingly in order and respectfully requested. However, should the Examiner deem that further clarification of the record is in order, we invite a telephone call to the Applicants' undersigned attorney to expedite further processing of the application to allowance.

Respectfully submitted,

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